

**NOTICE OF VACANCY  
February 2, 2021**

**POSITION:** Program Administrator  
**DIVISION:** Public Works  
**SALARY RANGE:** \$23.45 – 29.30 Hourly  
**HOURS:** Monday - Friday 7:00am to 3:00pm

**Basic Purpose:**

The incumbent is responsible for the routine management of the program administration, together with, the integration and coordination of the communication systems that operate within a program and/or function of the Department of Public Works. This position requires that the incumbent possess exceptional attention to detail, strong interpersonal and organizational skills, and the ability to deal efficiently and effectively with the public and the operational staff of the Department.

**Organizational Scope:**

Reports directly to the Division Director.

**Major Responsibilities and Essential Functions:**

Provide administrative, clerical, and operational support to the Division Director, and other staff, including issues, tasks, projects and policies of a confidential and/or proprietary nature.

The incumbent is responsible for the coordination of all customer inquiries and response in an effective and efficient manner, in accordance with Department protocol and with the City of Framingham's Customer Service Policy.

Utilize strong communication and customer service skills, as well as the ability to use tact and diplomacy, in dealing with intensive customer contact.

The duties of the position include the performance of administrative and communications dispatch duties as required for the Department of Public Works functions during emergency operations, such as snow and ice management operations, standby and other emergency related duties as necessary.

Provide assistance in the management of the City's Emergency Management Operations Center, which includes twenty-four hour rotating on call and after hour duties and responsibilities.

Provide analysis of incoming invoices from vendors to ensure accuracy in payments and accounts charges, and process and track all purchase orders and requisitions for the division.

Maintain an accurate filing system for all invoices, budget reports, purchase orders, contracts and other pertinent information.

Ensure that the administrative functions, including payroll, accounts payable, and attendance tracking of the Division are completed on time and in a complete and accurate manner.

The incumbent shall maintain records relative to divisional overtime, hours worked by employees as well as records related to Division programs and policies.

Maintain an accurate record of all Division personnel, including their date of hire, current position, pay grade, step raise eligibility and other pertinent information.

Prepare reports and spreadsheets relative to accounts payable, payroll, attendance, budget status, monthly operations and statutory or regulated reports.

Responsible for coordinating department contracts and tracking required documents. Communicate with contractors and ensure that they meet bid specifications.

Responsible for responding to the City's insurance carrier with pertinent information regarding insurance claims filed against the City relative to the Division.

The incumbent shall operate the Department's GIS (Geographic Information System) Asset Management system and use the GIS in the generation of operational reports and statistics.

Responsible for the preparation, compilation and oversight of work orders for the specific programs. Maintain all records of the Division as mandated by the Records Retention Schedule.

Schedule appointments and meetings for divisional staff, attend meetings, prepare agendas, and transcribe meeting minutes.

Maintains confidentiality and discretion in the performance of duties associated with personnel matters.

Orders and maintains the program's inventory of administrative and operational supplies in accordance with applicable procurement laws.

Responsible for the accounting of division revenue, where applicable, and the maintenance of that associated statutory records and treasure receipts.

Route and time stamp US mail, packages and interdepartmental mail to the appropriate department staff.

Utilize strong interpersonal and organizational skills in a fast-paced office environment. Assist in the administrative and dispatching duties in other Divisions, as necessary, in the absence of other personnel or when assigned to do so.

The incumbent shall work both scheduled and unscheduled overtime as assigned or necessary.

Due to the importance of emergency response during winter weather events, vacation usage is very restricted from November 15 to April 15 each year.

Perform other similar duties as assigned.

**Entrance Requirements:**

This position requires a minimum of two years of post-high school education, formal business training or theoretical knowledge normally learned through this level of education and a minimum of two years of previous job-related experience.

Excellent communication skills are required, both verbal and written, as well as the ability to deal with the public in tense situations.

Applicant must possess ability to perform in a fast-paced office environment and the ability to demonstrate strong interpersonal and organizational skills.

The capability to exercise tact, diplomacy and maintain confidentiality is essential.

Proficiency with computers and Microsoft Office is required.

Certification as a Massachusetts Public Purchasing Official preferred.

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